



TEMPLED DISGRIFIAD SWYDD

MANYLION Y SWYDD:

Teitl y Swydd	Gwarchodwr Tŷ
Band Cyflog	Band 3
Oriau Gwaith a Natur y Contract	I'w gwblhau wrth recriwtio
Uwch Adran / Cyfarwyddiaeth	Nyrsio
Adran	
Lleoliad	I'w gwblhau wrth recriwtio

TREFNIADAU SEFYDLIADOL:

Yn atebol yn rheolaethol i:	Nyrs Arweiniol Clinigol / Rheolwr Ward
Yn adrodd i: Enw'r Rheolwr Llinell	Rheolwr Tŷ Wardiau

Pwrpas y Swydd:

Bydd deilydd y swydd yn gweithio fel rhan annatod o dîm y ward. Bydd ef / hi yn gyfrifol am gydlynu holl gyfleusterau / gwasanaethau cleifion yn yr Uned endosgopi ac am sicrhau amgylchedd glân, diogel a chyfforddus.

Prif elfen y rôl yw sicrhau bod glanhau, arlwyio a mân gynhaliaeth yn cael ei ddarparu, ynghyd â thasgau penodol eraill i ddiwallu anghenion cleifion unigol, fel y pennir gan Sister yr Uned neu arweinydd clinigol.

Bydd gofyn i ddeilydd y swydd weithio'n agos gydag adrannau contractwyr a gwasanaethau cymorth. Bydd ef / hi yn monitro safonau ansawdd a chywiro diffygion mewn cysylltiad â'r Rheolwr Uned / Nyrs Arweiniol Clinigol a'r gwaith a arweinir gan Uwch Reolwr Tŷ'r



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Ymddiriedolaeth.

CYFFREDINOL

- Derbyn, croesawu a llywio ymwelwyr wrth gyrraedd yr adran, gan gysylltu â staff eraill fel sy'n briodol
- Gweithredu fel cydlynnydd yr uned ar ran y nyrs sy'n gyfrifol am sicrhau bod perthnasau sy'n mynychu'r adran dan amgylchiadau anodd, ee torri newyddion drwg neu ofidus, yn cael eu trin yn brydlon ac yn briodol gan ddefnyddio tact ac empathi lle bo angen
- Ymateb i geisiadau am wybodaeth gyffredinol
- Derbyn a throsglwyddo gwybodaeth i eraill, gan gadw cyfrinachedd
- I drin mân gwynion a chymryd camau priodol
- Bod yn ymwybodol o unrhyw safonau hylendid bwyd newydd, newidiadau i gategoreiddio gwastraff ac ati
- I gynorthwyo'r Rheolwr Uned (os oes angen) i sicrhau y cydymffurfir â pholisi hyfforddiant gorfodol trwy sicrhau cadw cofnodion da
- Gyrraedd rheolwr y rheolwr tŷ a'r rheolwr uned wrth werthuso newid i bolisiau lleol.
- Contribute i brynu offer a chyflenwadau uned

ARFERION GWAITH A CHYTHYMIADAU

- Sicrhau bod gweithredoedd eich hun yn lleihau risg i iechyd a diogelwch ac i hyrwyddo diwylliant iechyd a diogelwch yn y gweithle
- Cwireddu a chefnogi gwaith y Gwirfoddolwyr yn yr ardal Glinigol, ar y cyd â'r Cydlynnydd Gwirfoddolwyr a'r Rheolwr uned.
- Hyfforddi a hyfforddi gwirfoddolwyr ar yr uned mewn trin bwyd sylfaenol a materion glendid
- Ymateb i argyfyngau fel sy'n briodol
- Cynnal perthnasoedd gwaith effeithiol
- Meithrin cydraddoldeb, amrywiaeth a hawliau pobl
- Cydymffurfio â'r cynllun iaith Gymraeg
- Darparu gwasanaeth cwsmeriaid effeithiol
- Cynnal hylendid amgylcheddol, bwyd a phersonol
- Cynnal cyfrinachedd llwyr o ran holl faterion cleifion

CEFNOGAETH POBL

- Sicrhau bod gan y ward ddigon o stociau i ddiwallu anghenion cleifion a staff
- Cynorthwyo pobl i gael mynediad at a dehongli gwybodaeth ysgrifenedig, e.e. taflenni gwybodaeth, cyngor rhyddhau.
- Cyfathrebu'n effeithiol â phobl
- Ymateb i argyfyngau iechyd fel bo'n briodol
- Sefydlu staff newydd ar faterion yn ymwneud â materion Cadw Tŷ e.e. Agenda Ysbyty Glan, Gweithdrefn Glanhau Troli.
- Goruchwylio glendid wardiau, gan sicrhau ymagwedd gydlynol at glendid uned gyda goruchwylwyr domestig.



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→ Cynorthwyo gyda throsglwyddo cleifion i / o'r adran

LINEN

- Sicrhau bod digon o ddillad glân i ddiwallu anghenion y cleifion
- Sicrhau bod ansawdd y lliain ar gael yn diwallu safonau'r Ymddiriedolaeth ac yn addas i'w ddefnyddio
- Nifer y lliain yn cyfrif fel cyfarwydddeb yr Ymddiriedolaeth
- Co trefnu glanhau arferol a llenni argyfwng
- Gweithio'n agos gyda'r Uwch Reolwr Tŷ a Rheolwr Lliain gyda materion yn ymwneud â rheoli lliain

TASGAU HANFODOL

Glanhau

- Cynorthwyo i fonitro a chynnal safonau yn yr adran
- Sicrhau cyfarpar cyffredinol ac arbenigol, e.e. mae stondinau drip, comodau ac ati yn cael eu glanhau yn unol â pholisi glanhau gan aelodau'r tîm
- Sicrhau bod yr adran yn ddiogel a thaclus bob amser, e.e. dileu annibendod, hysbysfyddau taclus, arwyddion ac ati
- Nodi unrhyw broblemau gyda glendid ac adrodd i chwaer yr Uned
- Sicrhau glanhau arbenigol arwynebau dodrefn
- Sicrhau bod ardaloedd nyrsio ynysu yn cael eu glanhau'n briodol.
- Ymgymryd â, mewn cydweithrediad â goruchwyliwr domestig, archwiliadau glanweithdra mewnol Ward a sicrhau y gweithredir ar gynllun gweithredu
- Goruchwyllo glendid yr adran, gan sicrhau ymagwedd gydlynol at glendid adrannau â goruchwylwyr domestig.

Arlwyo

- Sicrhau bod gan bobl unrhyw gymorth y mae arnynt ei angen i'w fwyta a'i yfed ac i fonitro faint o fwyd sydd ar gael ar y cyd â hi
- Sicrhau bod cleifion yn cael cymorth, e.e. rhoi bwyd o fewn cyrraedd, gan annog cleifion i fwyta / yfed ôl-weithdrefn
- Paratoi diodydd poeth / oer gan gynnwys troli / offer priodol
- Sicrhau bod pob bwyd a diodydd yn cael eu gwasanaethu ar y tymheredd cywir i reoliadau hylendid bwyd
- Paratoi ardaloedd lle mae bwyd a diodydd yn cael eu gweini / eu trin i sicrhau amgylchedd dymunol i gleifion
- Sicrhau bod bwyd wedi'i oeri wedi'i labelu a'i storio'n gywir fel y polisi
- Sicrhau cydweithrediad â nyrs yr adran bod gofynion prydau cleifion yn cael eu gweithredu
- Cydlynu gofynion prydau bwyd ychwanegol a all godi
- Sicrhau bod gan gleifion nad yw ei faint o hylif yn cael ei gyfyngu'n feddygol yn cael mynediad i ddŵr ffres



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→ Cysylltu â Rheolwr Arlwyio ynghylch materion arlwyio

Cynnal yr Amgylchedd

- Monitro darpariaeth gwasanaeth, yn enwedig yn ymwneud â glanhau, bwyd, lliain a'r amgylchedd, ar yr amlder y cytunwyd arni
- Hysbysu'r chwaer uned o ganlyniadau monitro a chytuno ar gynlluniau gweithredu, gan sicrhau bod camau'n cael eu cymryd
- Rheoli llyfr cofnodi diffygion yr uned (Ystadau 4444), gan sicrhau bod pob diffyg yn cael ei gofnodi, ei gofnodi, ei gofnodi a'i gau i lawr wrth i wasanaethau gael eu cywiro
- Gyrraedd a blaenoriaethu'r cynllun gwaith ar gyfer ystadau a threfnu'r ystod o opsiynau a all godi
- Ynuso materion rheoli haint a chysylltu â thîm rheoli heintiau, yn enwedig mewn sefyllfaoedd achosion
- Cynnal monitro offer rheolaidd yn unol â gweithdrefnau ac mewn cysylltiad â E.B.M.E
- Sicrhau bod cyfarpar yn cael ei storio'n ddiogel.
- I gadw cofnod o'r holl offer yn yr adran, sicrhau bod y pwrpas yn addas i'r pwrpas ac yn olrhain offer os caiff ei fenthyg i ardaloedd eraill
- Parchu preifatrwydd ac urddas cleifion tra'n cyflawni dyletswyddau cadw tŷ
- Cadw diogelwch eiddo ac eiddo pobl
- Lleihau'r potensial ar gyfer ymddygiad andwyol a thorri diogelwch
- Defnyddio sgiliau cyfathrebu i reoli unrhyw ymddygiad ymosodol a cham-drin



JOB DESCRIPTION TEMPLATE

JOB DETAILS:

Job Title	Housekeeper
Pay Band	Band 3
Hours of Work and Nature of Contract	To be completed on recruitment
Division/Directorate	Nursing
Department	
Base	To be completed on recruitment

ORGANISATIONAL ARRANGEMENTS:

Managerially Accountable to:	Clinical Lead Nurse / Ward Manager
Reports to: Name Line Manager	Nurse in charge

Job Purpose:

The post holder will work as an integral part of the ward team. He/She will be responsible for the co-ordination of all patient facilities/services in the endoscopy Unit and for ensuring a clean, safe and comfortable environment.

The main element of the role is ensuring the delivery of cleaning, catering and minor maintenance, together with other specified tasks to meet individual patient needs, as determined by the Unit Sister or clinical leader.

The post holder will be required to work closely with contractors and support services departments. He/she will monitor quality standards and rectify deficiencies in liaison with the Unit Manager/Clinical Lead Nurse and work as guided by the Trust's Senior Housekeeper.



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GENERAL

- To receive, welcome and guide visitors on arrival in to the department, liaising with other staff as appropriate
- To act as the coordinator for the unit on behalf of the nurse in charge to ensure that relatives, that attend the department in difficult circumstances, i.e. breaking bad news or upset, are dealt with promptly and appropriately using tact and empathy where necessary
- To respond to requests for general information
- To receive and pass on information to others, maintaining confidentiality
- To handle minor complaints and take appropriate action
- To be aware of any new food hygiene standards, changes to waste categorisation etc
- To assist the Unit Manager (if necessary) to ensure Mandatory training policy is adhered to by ensuring good record keeping
- Assist the Housekeeper manager and unit manager in evaluating change to local policies.
- Contribute to the purchasing of unit equipment and supplies

WORKING PRACTICES AND RELATIONSHIPS

- To ensure own actions reduce risk to health and safety and to promote a health and safety culture within the workplace
- Supervise and support, in conjunction with the Volunteer Coordinator and unit Manager the work of the Volunteers within the Clinical area
- Instruct and train volunteers on the unit in basic food handling and issues of cleanliness
- To respond to emergencies as appropriate
- To maintain effective working relationships
- To foster people's equality, diversity and rights
- To adhere to the Welsh language scheme
- To provide effective customer service
- To maintain environmental, food and personal hygiene
- To maintain complete confidentiality with regard to all patient issues

SUPPORT OF PEOPLE

- To ensure the ward has sufficient stocks to meet patient and staff needs
- To assist people with accessing and interpreting written information, e.g. information sheets, discharge advice.
- To communicate effectively with people
- To respond to health emergencies as appropriate
- To induct new staff on issues regarding Housekeeping issues e.g. Clean Hospital Agenda, Trolley Cleaning procedure.
- To supervise ward cleanliness, ensuring coordinated approach to unit cleanliness with domestic supervisors.
- To assist with the transfer of patients to/from the department

LINEN

- To ensure there is enough clean linen to meet the needs of the patients
- To ensure that the quality of linen available meets the Trust's standards and is suitable for use
- Undertake Linen count as per Trust directive



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- Co ordinate routine and emergency curtain cleaning

- Work closely with the Senior Housekeeper and Linen Manager with issues regarding linen management

ESSENTIAL TASKS

Cleaning

- To assist in monitoring and maintaining standards in the department
- To ensure general and specialist equipment, e.g. drip stands, commodes etc are cleaned as per cleaning policy is carried out by team members
- To ensure the department is safe and tidy at all times, e.g. remove clutter, tidy notice boards, signage etc
- To identify any problems with cleanliness and report to the Unit sister
- To ensure specialist cleaning of surfaces of furnishings
- To ensure isolation nursing areas are cleaned appropriately.
- To undertake, in collaboration with Domestic supervisor, internal Ward cleanliness audits and ensure action plan is acted upon
- To supervise department cleanliness, ensuring coordinated approach to department cleanliness with domestic supervisors.

Catering

- To ensure people have any assistance they require to eat and drink and to monitor food intake in conjunction with
- To ensure patients are given assistance, e.g. placing food within reach, encouraging patients to eat/drink post-procedure
- To prepare hot/cold beverages including appropriate trolley/equipment
- To ensure all food and beverages are served at the correct temperature to food hygiene regulations
- To prepare areas where food and beverages are served/consumed to ensure a pleasant environment for patients
- To ensure refrigerated food is labeled and stored correctly as per policy
- To ensure in conjunction with the department nurse that patients' meal requirements are actioned
- To co-ordinate extra meal requirements that may arise
- To ensure that patient whose fluid intake is not medically restricted have access to fresh water
- Liaise with Catering Manager regarding catering issues

Maintaining the Environment

- To carry out monitoring of service delivery, especially related to cleaning, food, linen and the environment, at the agreed frequency
- To inform the unit sister of outcomes of monitoring and agree action plans, ensuring action is taken
- To manage the unit's defect call log book (Estates 4444), ensuring all defects are logged, reported, recorded and closed down as services have been rectified



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- Assess and prioritise the plan of work for estates and organise the range of options that may arise

- Assess infection control issues and liaise with infection control team especially in outbreak situations
- To carry out regular equipment monitoring in accordance with procedures and in liaison with E.B.M.E
- To ensure the safe storage of equipment.
- To keep a record of all equipment in the department, ensure fit for purpose and track equipment if loaned to other areas
- To respect the privacy and dignity of patients whilst carrying out housekeeping duties
- To maintain the safety of people's property and belongings
- To minimise the potential for adverse behaviour and security breaches
- To use communication skills to manage any aggressive and abusive behaviour



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